

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GEORGIA ANN BASHAM)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2004-00498
)	
MOMENTUM TELECOM, INC.)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Momentum Telecom, Inc. ("Momentum") is hereby notified that It has been named as defendant in a formal complaint filed on December 2, 2004, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Momentum is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.


Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 17th day of December, 2004.

By the Commission

Commissioner W. Gregory Coker did not participate in the deliberations or decision concerning this case.

ATTEST


Executive Director

RECEIVED
 DEC 02 2004
 PUBLIC SERVICE
 COMMISSION

RECEIVED
 DEC 02 2004
 PSC Consumer Services

In the matter of:
Georgia Ann Basham
 (Your Full Name)
 COMPLAINANT
 VS.
Momentum Telecom
 (Name of Utility)
 DEFENDANT

CASE
 2004-00498

COMPLAINT

The complaint of Georgia Ann Basham respectfully shows:

(a) Georgia Ann Basham
 (Your Full Name)
1818 Asbury Pl. Owensboro Ky 42303
 (Your Address)
Momentum Telecom
 (Name of Utility)

2700 Corporate Dr Suite 200 Birmingham Al 35242-
2733
 (Address of Utility)

(c) That: see attached sheet
 (Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint)

Formal Complaint

Georgia Ann Basham vs. Momentum Telecom

Page 2 of 2

Wherefore, complainant asks

Complete relief from all
(Specifically state the relief desired.)

charges from Momentum Telecom relating to
long-distant Internatl charges to the # 239-
0000203587. The amount of \$2489.66.

Dated at Owensboro, Kentucky, this 29 day
(Your City)

of November, 192004.
(Month)

Georgia Basham
(Your Signature)

(Name and address of attorney, if any)

ATTACHMENT

Georgia A. Basham vs. Momentum Telecom

When I noticed that my long distance was not working, I called Momentum Telecom to see why. I asked for a supervisor and spoke with Steve Patterson. He explained to me that my computer modem had been hijacked by Saotome dialer, making 509 international calls beginning 10-22-04 at 11:29 PM and ending 10-23-04 at 1:29 PM. The number that was dialed every minute to every two minutes or so was 239-0000203587 to a country called Saotome. This resulted in long distance charges of \$2120.48 plus taxes to my account. My total phone bill is \$2524.66, my regular phone bill is only \$35 for 11-19-04 thru 12-18-04, which I am paying with a check on 11-29-04.

I did not make any of these calls and do not feel responsible for them.

Mr. Patterson did say Momentum would accept 25% of the total bill which would be \$654.00, which is not reflected in my statement. However, I still do not feel I should be responsible for any amount of money associated with these international calls placed without my knowledge or consent.